



**JOB TITLE:** Sales & Service Representative

**REPORTING LOCATION:** Chester, SC

**SUMMARY:** *Sales & Service Representatives function as a primary contact person for customers who are served by TruVista– telephone, internet, cable tv, cellular service and security. This contact is most often face-to-face in a retail business office environment.*

**Essential Job Functions:**

- Talks with customers in person or by phone, receiving orders for installation, connection, discontinuation, or change of service. Records customer information in computer.
- Markets and solicits sales of new or additional company products & services to customers. SSRs are held to sales objectives and quotas.
- Interviews customers and handles customer relations, including problems with payment of bills, delinquent accounts, service orders, records of payment, adjustments, changes, and additions.
- Accurately processes cash and check payments for current and past-due bills by receiving payments, entering balances, and making deposits – adhering to Cash Handling Policy.
- Edits and posts adjustments and corrections to customer billing or service ordered.
- Investigates conditions preventing completion of service connection orders
- Assignment and travel to other offices *is required – based on business needs*
- Must maintain professional appearance, superior attendance and promptness
- Perform all duties that may be assigned by manager

**Knowledge, Skills, and Abilities:**

- Ability to work in a team environment.
- Ability to learn new technology and services
- Ability to interact with the public – maintaining composure and professionalism at all times
- Above average communication skills are required, both oral and written
- Skill in persuasion techniques. Must be able to capitalize on opportunities to advance both the company and the sales & service representative
- Knowledge of telecommunications technology, products and services.
- Knowledge of marketing and sales practices and principles.
- Ability to make sound decisions using information at hand, often in a limited time frame. Must be able to work efficiently with limited supervision.

**Education:**

- High School Diploma or equivalent
- 6 months – 1 year in Sales and Service Role

**Physical Requirements:**

- Ability to lift up to 25 pounds
- Close vision, Distance vision and ability to focus
- Regularly required to walk, sit, and use hands to grasp, handle or feel
- Regularly required to talk or hear

